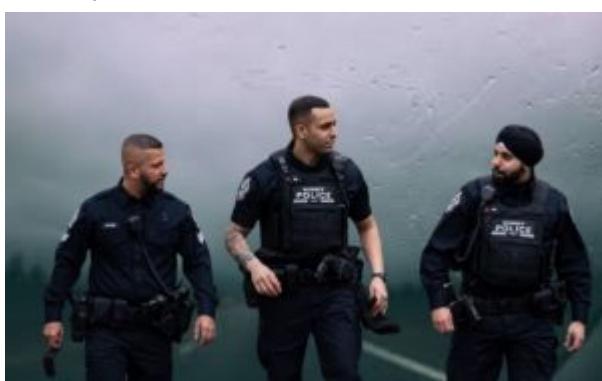




Surrey Police all clean in the wash

23 January 2024



In January of last year, the Home Office asked all police forces to submit details of all serving police officers, staff and volunteers in order to check them against the Police National Database (PND) to identify any areas of concern that may have been missed and warranted further investigation.

To be as transparent and thorough as possible, Surrey Police also took further action than those mandated by the Home Office, which included checking all employees against its own police records management system.

Of the 4,593 individuals that were cross-checked, one officer and one staff member were flagged as requiring a vetting clearance review and one staff member was flagged for a management intervention.

None of the individuals who were identified required further criminal or disciplinary investigation as a result of the integrity screening exercise.

Head of Professional Standards, Superintendent Andy Rundle said; "The work that was carried out, not only across Surrey but across all forces in the UK, will help to ensure that the correct checks and balances are in place and that the Force is seen as an open and transparent organisation which is fit to serve its local communities and where employees can also feel safe and supported.

"The large majority of our officers and staff are professional and a credit to the Force. However, it is essential that we deal robustly with those who do not meet our high standards or compromises our integrity.

"We have invested in a comprehensive programme of cultural change towards challenging, reporting and tackling unethical or unprofessional behaviour. This included every officer and staff member under-taking mandatory training and plenary sessions in abuse of position for a sexual purpose, gender and racial bias.

"We also have a confidential internal anti-corruption reporting tool 'Anonymous' which encourages colleagues to report anything concerning them to us in a safe and supportive manner.

"While the number of individuals identified as part of the data wash is low, we are not complacent and remain determined to root out any individual not fit to serve the county and its communities, as part of our commitment to ensuring that Surrey is not only safe, but feels safe."

Peeling away Police Report

23 January 2024



Cllr **Alex Coley** (RA Ruxley) is Chair of the borough's Crime & Disorder committee and Epsom & Ewell's representative on the Surrey Police & Crime Panel, which holds the Police and Crime Commissioner to account. He writes for the Epsom and Ewell Times on an HM Inspector's report on Surrey Police.

At the beginning of December, Surrey Police released the latest report from His Majesty's Inspector of Constabulary. This is known as a PEEL assessment, which stands for police efficiency, effectiveness and legitimacy.

It is disappointing to see the overall deterioration in a number of areas since the last report two years ago. Surrey Police is no longer Outstanding in any areas, while areas that were assessed as Good have slipped to Adequate or Requires Improvement.



Cllr. Alex Coley

Residents have frequently told me how unhappy they are about problems trying to contact Surrey Police. 'Responding to the public' is now graded as Inadequate in the latest inspection, the lowest rating possible. First contact is paramount, so I am encouraged that a Chief Superintendent has now been appointed to oversee the contact centre, but this will



need to be watched closely to turn things around.

The PEEL assessment also shows that Surrey Police is failing to record sexual offences effectively; a serious issue for the flagship priority of preventing Violence Against Women and Girls. Furthermore, when victims report antisocial behaviour, the force is failing to record most crime and to tackle ASB effectively. This has led to a rating of Requires Improvement for 'Recording data about crime'.

The inspection also shows that 'Building, supporting and protecting the workforce' now Requires Improvement in Surrey. Policing is a tough job, with lots of pressure. If the wellbeing of police officers and staff isn't looked after it's no surprise this affects performance. The attrition rate for new police officers reflects this assessment rating, with 32% leaving in the first two years.

I have met with the new Chief Constable twice and had the opportunity to ask about his plans for Surrey Police. I have found him to be candid and convincing about the changes that need to happen. He has appraised the situation as a question of leadership. I believe we need to prioritise putting residents first and fighting crime. It's what we pay our taxes for.

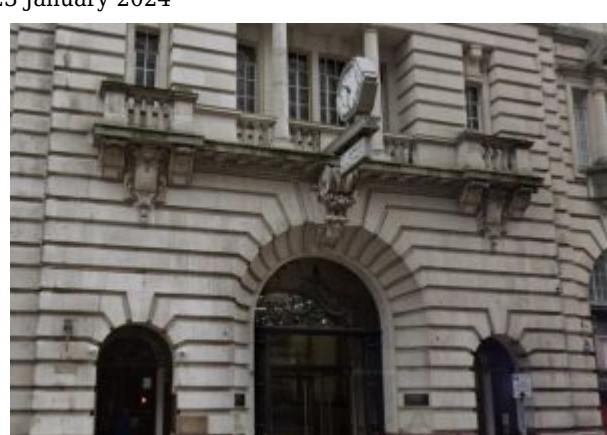
I remain less convinced about the repeated underspend in the Surrey Police Group budget and will continue to raise this with the Police & Crime Commissioner. While I appreciate the desire for resilient reserves, I do not feel it can be justified to squirrel away £43m into treasury management while performance deteriorates. The PCC is directly responsible for financial reserves and the police precept collected from your council tax.

Source: <https://hmicfrs.justiceinspectorates.gov.uk/peel-assessments/peel-assessments-2023-25/surrey/>

Top image: Surrey Police vehicles in the Epsom and Ewell Town Hall car park. Google.

Doctor struck off where police found insufficient evidence

23 January 2024



A Surrey doctor who used his position to gain the trust of a woman before choking and sexually assaulting her has been struck off. Former Royal Surrey County Hospital doctor Adnan Sadiq texted the woman saying "I'm a doctor, I save lives", "You can trust me", "I'm a nice guy" and "you don't have to worry" before meeting with the woman during lockdown and assaulting her.

The Medical Practitioners Tribunal Service found that he placed both hands on the woman's neck, anonymised as Ms A, and applied pressure. He also pushed Ms A's head towards his exposed penis, before asking if he could 'put it in' or words to that effect during the November 2020 predatory attack. When questioned Ms A told the tribunal: "I genuinely feared for my life and was glad to escape... it took me a while to realise that what had happened was not ok."

Dr Sadiq initially denied choking was his kink, but later accepted he liked it in a sexual context, according to the tribunal report. Allegations he sent explicit images over snapchat were not proven but overall his behaviour was so egregious that he was struck off as a doctor.

The report read: "Dr Sadiq's actions would undermine public trust and confidence in him, as well as in the medical profession." Dr Sadiq qualified in 2020 from University of Szeged, Hungary, and moved to Britain to take up his first medical post in October 2020. A month later he began texting the woman before going on to sexually assault her. During evidence he gave answers that were "too implausible to be truthful".

He also contradicted himself in relation to his predilections and other topics. For example, when asked about kissing Ms A, he said: "We both kissed at the same time... because her face was coming towards me and I didn't want her to feel awkward."

The report added: "The tribunal considered Dr Sadiq's actions to amount to sexual assault, with an element of violence. The tribunal was concerned as to his apparent continued lack of insight into the seriousness of his actions and their consequences for (the woman) and public confidence in doctors.

"Erasure is the only appropriate and proportionate sanction sufficient to maintain public confidence in the medical profession and to uphold standards of conduct for doctors."

The tribunal determined that Dr Sadiq's name should be erased from the medical register.

The General Medical Council suspended Dr Sadiq in September 2023 and he was immediately stopped from working at Royal Surrey. The full tribunal process concluded in November and he was erased from the medical register.

A spokesperson for the hospital trust said: "In May 2021 the General Medical Council informed the Royal Surrey County Hospital that an allegation had been made against Dr Sadiq regarding inappropriate sexual conduct outside of the trust. Since then we have followed clear and robust processes in a timely way, appropriately reflecting the investigations and decisions taken by the GMC and Surrey Police at each stage. While this incident occurred outside of our work place, we expect anyone employed by our trust to uphold the highest moral standards and would like to express sympathy for the distress caused to the complainant in this case."

A spokesperson for Surrey Police said they received a sexual assault report in February 2021 and later arrested a 30-year-old man. The spokesperson said: "Following our investigation, officers concluded there was not sufficient evidence to proceed with the case. The victim was kept informed throughout and supported by officers. The man arrested was a medical professional at Royal Surrey NHS Foundation Trust and Surrey Police provided information to the General Medical Council about the investigation."

Medical Practitioners Tribunal Service (image Google)

What are your priorities for community safety?

23 January 2024



Epsom & Ewell Borough Council has launched a public consultation on the priorities for community safety in the borough and are asking residents, workers, visitors and businesses to have their say on the proposed action plan.

The council is part of the Epsom and Ewell Community Safety Partnership, which also includes Surrey Fire & Rescue Service, Surrey Police, Surrey County Council, Kent, Surrey and Sussex Probation Service, Surrey Downs Clinical Commissioning Group, Surrey Police & Crime Commissioner and Rosebery Housing Association.

Community safety covers a wide range of activities designed to reduce the likelihood of crime, disorder and anti-social behaviour, protect victims and hold perpetrators to account. It also involves reducing incidents of domestic abuse and behaviour damaging to the community.

As part of the Epsom & Ewell Community Safety Partnership, the council have committed to playing its part in the following themes:

1. Focus on the most vulnerable or those at risk of harm
2. Serious organised crime and PREVENT
3. Identify and tackle crime and anti-social behaviour
4. Improve Community Engagement

The new Plan is the first time the council has publicly committed to actions in support of those themes and they would like to gather the views of the community.

Cllr **Alex Coley**, (RA Ruxley) Chair of the Council's Crime and Disorder Committee said: "I asked for this community safety action plan to go to a public consultation so we can hear what local people think our priorities should be. The government recently conducted a national consultation on expanded anti-social behaviour powers and the relationship between Community Safety Partnerships and Police & Crime Commissioners.

"Now it's time to ask what our local community want from the Council and our partners. Please tell us your community safety priorities and share with others so we hear from as many people as possible."

The consultation will run until 17 December 2023 and can be accessed via:

www.epsom-ewell.gov.uk/council/consultations. Comments can be made by email to consultations@epsom-ewell.gov.uk

Surrey police station futures

23 January 2024



No decisions have been made on the long-term future of Caterham or Reigate Police Stations as proposals put forward "are not fit for purpose" and "cost-prohibitive".

Front-desk services returned to Caterham, after a five-year absence, as an emergency measure following the discovery of dangerous crumbling concrete nine miles away and on the other side of the M25 at Reigate Police Station.

The problem was uncovered after Surrey Police began searching their estate for Reinforced Autoclaved Aerated Concrete (RAAC) in September as the national emergency spread.

RAAC concrete can collapse and crumble without notice. It meant the force had to shift staff and officers out of Reigate including moving front-desk counter services to Caterham, and close CCTV monitoring.

Three weeks after the discovery, there is still no timetable to return, nor any updates on whether the switch will be made permanent.

A spokesperson for Surrey Police said Caterham remained operational and had previously housed a front-counter service but closed in 2018 to save money as part of a wider review into funding.

It was deemed expendable, the force said, due to a "decrease in footfall of front counter services".

They have yet to confirm whether the counter will stay in Caterham long term, move back to Reigate, find a new home completely, or shut.

They said: "It seemed sensible to reinstate it at Caterham as it was once there until a long-term solution is found for the eastern division headquarters. Adding: "The front counter at Caterham Police Station will remain open until further notice, and we will update local residents as soon as any longer-term decisions have been made. The priority has been to maintain policing services while ensuring the health and safety of our officers, staff and visiting public."

As for Reigate, Surrey Police said they have explored a number of options for the continued use of either the whole or specific parts of the building, however, the proposals that have been put forward are not fit for purpose either for staff, or for victims to be able to report crime, and are also cost-prohibitive.

Related reports:

[Reigate Police Station closes with a concrete problem](#)

[Surrey Police's counter service in Epsom is located during normal business hours only within the Town Hall, The Parade, Epsom. Reigate Police Station's counter-service was open full-time, so from now out of hours personal attendances will have to go to Caterham or Staines or Guildford.]

Anti-Yob Cat protection petition

23 January 2024



"Heartbroken" pet owners claim a group of teenagers are "trapping cats" for their dogs to "rip apart".

A petition signed by 3,675 people is calling for more action from the RSPCA and the police to stop the acts around Claygate and Chessington and surrounding areas.

Natalie Harwood, who started the petition, said her "beautiful" cat Frank had been killed, describing him as "the smallest, most gentle, loving, friendly cat" who was killed "in the worst way". She added: "We've had him since the day he was born, he was only two and a half years old and we are absolutely heartbroken."

A Surrey Police spokesperson confirmed there had been two reports of incidents involving cats being taunted or harmed by a group of boys around Surbiton Golf Club, but said there had been no arrests made. They said they were aware of ongoing concerns of anti-social behaviour in the area on and around the golf course, and were working closely with the Metropolitan Police to share information, given the area borders London.

The spokesperson said: "In both cases, it was reported that dogs were involved and chased the cats. Officers are conducting further enquiries and anyone who witnessed an attack on a cat or any other animal can get in touch."

They also said the force would be increasing police presence in the area, "specifically looking out for anti-social behaviour of any kind including animal welfare issues".

Ms Harwood told the LDRS she and her family spent two weeks searching the golf course after Frank went missing in October, before being told via an anonymous phone call that the beloved pet had been ripped apart by dogs. She said she'd had reports of boys "trying to pull cats from under cars", climbing trees to get a cat down, or using rakes trying to hit it down with their dogs "waiting at the bottom".

An RSPCA spokesperson said dog owners had a legal responsibility under the Dangerous Dogs Act 1991 to keep their dog under control in a public place, and that this legislation was enforced by the police. They added: "This must have been a very upsetting and distressing incident for the owners of the cats mentioned and we are so sorry to hear they sadly lost their lives. We are concerned to hear about wildlife being targeted in this area."

Clint Whittaker, general manager at the golf club, said the club had reported trespassing issues to local police but nothing concerning animal welfare. He said the club had invested £100,000 in installing security fencing around a portion of its boundary but that it didn't cover all access points because of a public footpath running across the property.

Mr Whittaker added: "These incidents tend to occur outside of club operating hours, therefore we are only made aware from neighbours when they occur."

The change.org petition said such incidents had been happening in "Claygate, Chessington and surrounding areas for months." It also claimed people were "catapulting and shooting at all animals including cats, horses, foxes and deer".

The petition said: "There's witnesses, video footage and pictures of these boys and the things they are doing but the police and RSPCA don't do anything." The Met Police has been contacted for comment.

Surrey Police ask that anyone who has witnessed such incidents contact them quoting PR/45230118653. The RSPCA spokesperson said they would encourage anyone with serious concerns about animal welfare issues to contact the RSPCA inspector line on 0300 123 8018 or the police.

Image: Frank the cat, a cat who went missing and whose owner Natalie Harwood started a petition calling for an end to animal cruelty after reports of a group of boys attacking

Reigate Police Station closes with a concrete problem

23 January 2024



Officers and staff are being moved out of Reigate Police Station following the discovery of dangerous crumbly concrete inside the building. The move leaves CCTV of public spaces in Mole Valley unmonitored.

The public-facing police counter will also move to Caterham Police Station from Monday, October 30. Surrey Police said it carried out an investigation of its buildings for the presence of Reinforced Autoclaved Aerated Concrete (RAAC) in September after the national scandal broke following its discovery in schools.

No specific timeframe is provided for how long officers will be moved from Reigate, as it depends on finding a permanent resolution for the issues with the building. The Police and Crime Commissioner Lisa Townsend said the move would be "A challenging time for our policing teams."

Structural engineers confirmed RAAC was used in the construction of Reigate Police Station. Distressed RAAC can suddenly collapse with no apparent warning. The majority of the dangerous concrete at the station is said to still be in good condition and is not an immediate risk but one external area was showing signs of distress - Surrey Police said in a release issued after questions from the Local Democracy Reporting Service.

The force immediately relocated staff and officers from the area in immediate danger, on the advice of engineers, to elsewhere in the police station, and installed supports to reinforce the roof. According to Surrey Police, this has now been signed off and can be reoccupied.

Engineers have also been instructed to carry out weekly checks on the rest of the station in order to allow its neighbourhood policing team to operate out of the station "until a longer-term solution can be found". The public-facing police counter will move to Caterham Police Station from Monday, October 30.

The station also monitors the public spaces CCTV camera for Mole Valley District Council. Surrey Police said it will no longer be able to continue this service with discussions ongoing over "potential technical solutions". A public consultation has also been launched on the future provision of CCTV in the area.

Police and Crime Commissioner Lisa Townsend: "I want to reassure our local communities across East Surrey that plans are already in place to ensure the policing service they receive will not be affected by the situation at Reigate Police Station. The safety of the public and our officers, staff and volunteers must be the most important consideration and I fully support the prompt action being taken by the force to vacate the majority of the building."

"This, of course, is a temporary measure, and my office will work closely with the chief constable and his team to ensure that we can find a long-term solution for the future of our Eastern Divisional HQ as quickly as possible. This is a challenging time for our policing teams based at Reigate, but they are incredibly resilient in the face of adversity, and I want to thank them all on behalf of the public for their patience and understanding whilst we deal with this issue."

Other police teams will work remotely or from alternative sites where possible. The police insist the changes will not impact service levels expected from the force. Temporary assistant chief constable for local policing, Alison Barlow, said: "The health and safety of our staff, officers, volunteers, and the public is of paramount



importance and the force responded swiftly following the identification of RAAC at Reigate Police Station.

"In the short-term some teams, including our Neighbourhood Policing Teams, who spend much of their time away from the police station patrolling and attending calls for service, remain in the area of Reigate police station with prop-supports in place whilst longer-term options are explored, and those teams who are office-based and can work remotely or from another police site are being supported to do so."

[Surrey Police's counter service in Epsom is located during normal business hours only within the Town Hall, The Parade, Epsom. Reigate Police Station's counter-service was open full-time, so from now out of hours personal attendances will have to go to Caterham or Staines or Guildford.]

To Catch a Bike Thief - not easy in Surrey

23 January 2024



Epsom and Ewell Liberal Democrat parliamentary candidate and former Royal Military Police officer **Helen Maguire** has revealed that 991 bike theft cases in Surrey were closed in 2022 without a suspect being identified - 91.9% of total reported cases.



Meanwhile, only nine bike thefts reported in Surrey last year resulted in a suspect being charged or summonsed - just 0.8% of the total 1098 cases recorded.

Mrs Maguire claimed these figures showed the Government was effectively 'decriminalising' bike theft. She went on to say "This is letting criminals off the hook for the robbery of thousands of pounds worth of property".

She is calling for a return to proper community policing, where officers are visible and trusted and given time to focus on tackling local crime. She said, "The number of PCSOs has fallen in Surrey to just 69 by the end of March - down from 136 PCSOs just over a year ago in February 2022. It's worse in Epsom and Ewell where we should have eight and now have half of that number.

"Theft is such a personal and terrible crime. To see so many go unsolved in Surrey is a poor reflection on this government's record of reducing crime. We need to see a return to proper community policing, making our streets safer and ending this free-for-all for criminals."

In response a spokesperson for Surrey Police stated: "We appreciate how distressing it is to be a victim of any theft and our efforts remain ongoing to tackle bicycle theft as robustly as we can. We are also continuing to raise awareness of steps which can be taken to prevent these thefts from occurring in the first place by ensuring effective prevention measures are in place. More advice on protecting your bicycle can be found on our web site <https://www.surrey.police.uk/cp/crime-prevention/keeping-vehicles-safe/how-safe-is-your-bike/>

"In some cases, there may not be enough intelligence or positive lines of enquiry for police to act on. This does not mean that a crime is closed indefinitely or that intelligence or information is ignored. This information will be collated and monitored to identify emerging crime hotspots and any trends or patterns.

"The public can also help in the pursuit of offenders by reporting suspicious activity, and also by reporting to the police those selling stolen property or those involved in burglary offences via 101, by web chat on our website <https://surrey.police.uk/> online <https://www.surrey.police.uk/tua/tell-us-about/cor/tell-us-about-existing-case-report> or anonymously via the independent charity Crimestoppers on 0800 555 111.

Residents are also able to upload video footage and images in relation to any suspicious activity through the use of a public CCTV submission portal here: <https://surrey.police.uk/suspiciousactivityportal>"

In response to Ms Maguire's statements about PCSOs Surrey Police stated: "We know how important a visible police team with local knowledge is to residents in each of our boroughs. A trusted, knowledgeable, and proactive local policing presence is just as important to us, and PCSOs are a valued and integral part of that. We are currently actively recruiting to increase our PCSO establishment level. If you wish to apply to join Surrey Police as a PCSO, you can apply here: <https://www.surrey.police.uk/police-forces/surrey-police/areas/careers/careers/pcso/>

"There are currently three full-time PCSOs and one part-time PCSO in Epsom and Ewell. The borough also has one rural PCSO who deals with rural matters."

Related reports:

Ex MPC, now Epsom PPC, tackles Surrey PCs

Police maintain order at Epsom Derby Festival

Image: cycles in Waterloo Road Epsom CC <http://www.epsomcyclists.org.uk/parking/>

Surrey's 999 services under one operator?

23 January 2024



A review into Surrey's Police and Crime Commissioner taking control of the county's fire and rescue service has been branded "a waste of time" and "unwarranted" by councillors.

The proposals could mean the Surrey Fire and Rescue Service would no longer be under the control of the county council, but councillors questioned the possible move at a time of "considerable change" in the service.

Councillors raised concerns at a meeting of the authority's communities, environment and highways select committee on Wednesday (July 5) that such a change had previously been ruled out, and that the review was a waste of money.

Lisa Townsend told the LDRS she was responding to central government proposals to reform fire and rescue services, and has commissioned an independent review to see if there would be any benefits of a change.

The Conservative PCC said this was not something she had "dreamt up overnight", but claimed the county council had made clear they wanted "no active part" in the work to look into the change.

Councillor **Denise Turner-Stewart**, deputy leader at Surrey County Council and cabinet member for communities and community safety, told the July 5 meeting a previous proposal put forward by former PCC David Munro showed there was "no significant benefit" to a change in governance. She said: "As far as I'm concerned, nothing has really changed since. There are no direct benefits that could be generated by a potential change. There is no mandate for a potential change."

She said the service had been through "considerable change" since an inspection by His Majesty's Inspectorate of Constabulary and Fire & Rescue Services in 2018/19 found it required improvement, and was now in a "steady state".

Cllr **Turner-Stewart** said it would not be "beneficial or advantageous" to look at further changes for the service, and called the PCC's review "unwarranted and not legitimate".

Mrs Townsend said she had written to all MPs and to the county council's leader outlining the work she planned to undertake and the reasons behind it. She added: "This is government policy which I have been encouraged to consider. So I believe establishing an up-to-date understanding of the picture of fire and rescue governance in Surrey is an entirely prudent and legitimate exercise for me to carry out in the circumstances."

"I want to be clear that at this stage, this is purely a review. Any proposal to take on responsibility for the governance of Surrey Fire and Rescue Service would require the preparation of a full business case. This would be subject to extensive consultation prior to being submitted to the Home Office for any approval."

Cllr **Keith Witham** (Conservative, Worplesdon) told the meeting he had already made his views on the proposals known to the PCC. Saying he knew how much hard work had gone into improving the service in the past five years, Cllr Witham said a change would be "an entirely inappropriate, unnecessary distraction at this time".

He said: "It is a waste of time, a waste of her funds, for she is financing this investigation, and will be a distraction, unnecessarily."

Mrs Townsend said she had "no desire" to distract from progress made in the service but that a government white paper on future legislation was "imminent".

She told the LDRS: "[Government] have been clear they want to simplify and strengthen governance for fire services and if that process is to involve Police and Crime Commissioners, this review will ensure I am properly placed to make an informed decision for the Surrey public."

Met poaches Surrey police claims Commissioner

23 January 2024



Surrey has more police officers than ever before despite attempts by the Met to "poach" officers, according to the county's Police and Crime Commissioner. **Lisa Townsend** told a meeting of the Police and Crime panel on Thursday (June 29) there were challenges around retention in the force and what was being done to address them.

But she said Surrey Police had beaten a government uplift target by 136 officers. Mrs Townsend described it as a "deliberate move" to over-recruit because officers in Surrey faced issues such as competitive wages and a high cost of living.

With the Met Police "offering quite large sums of money" to try to "poach" Surrey officers, Mrs Townsend pointed to targeted adverts on Surrey trains as one tactic used by the London force.

With 2,325 officers, she said the force was bigger than it had been before. Mrs Townsend spoke more than once in the meeting about the need for police to attend fewer non-critical mental health call outs.

She said "pushing forward" with work to reduce police attending such calls would help with both recruitment and retention in Surrey.

The commissioner said: "People are coming in [to policing] because they want to catch the bad guys, they want to prevent crime, they want to protect the public. Increasingly they are being asked to do what is social work, particularly around mental health and concerns for welfare."

Tandridge District Councillor **Richard Smith**, a former police officer, described officer retention as "like lemmings falling off a cliff". He claimed in most organisations senior management "won't tell the truth from what's being said at the bottom end of the company because it makes them look bad".

Mrs Townsend responded to say she spent a lot of time both with those at the top of the force and out on attachment with officers who she said she hoped were comfortable talking to her about the challenges. She said: "They do like to have a good whinge, and I am more than happy to listen. So I think we do have a pretty good grasp."

With 395 officers having joined the force since 2019, **Cllr Alex Coley**, a member of **Epsom and Ewell Borough Council**, asked for the number of officers who had left in that period.



But Mrs Townsend didn't give an answer on how many had left the force, saying the "total uplift" was what really mattered and it was "totally normal" to lose officers to retirement and other factors. Her office committed to giving the number to Cllr Coley after the meeting.

Mrs Townsend outlined measures to keep officers including adding to the force's estates plan to provide more affordable homes, which 85 per cent of officers asked had said was important to them.

Image: Surrey Police and Crime Commissioner Lisa Townsend at the Surrey Police and Crime Panel budget hearing

Image: Surrey Police and Crime Commissioner Lisa Townsend at the Surrey Police and Crime Panel budget hearing